

**<http://www.courts.state.nh.us>**

Case Name:

## SMALL CLAIMS MEDIATION QUESTIONNAIRE

## MEDIATOR

DATE OF MEDIATION

**I am:**      ☐ **Plaintiff**                                      ☐ **Defendant**  
                 ☐ **Attorney for Plaintiff**                                      ☐ **Attorney for Defendant**

Please fill in the circle ○ that best reflects your opinion of the court's performance in each area	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree
1. The mediator explained the mediation process clearly so that I knew what to expect during the mediation session.	○	○	○	○	○
2. The mediator was impartial and treated all parties equally.	○	○	○	○	○
3. The mediator gave me an opportunity to fully explain the dispute.	○	○	○	○	○
4. The mediator listened to and understood my perspective	○	○	○	○	○
5. The mediator was able to facilitate discussion successfully.	○	○	○	○	○
6. The mediator helped us explore different options to resolve the dispute.	○	○	○	○	○
7 Overall, I was satisfied with the way the mediator handled the case and the mediation process.	○	○	○	○	○
8. I would consider mediation for other matters even if I had to pay the costs.	○	○	○	○	○
9. I would use this mediator again or recommend him or her to others.	○	○	○	○	○

**10. Mediation had the following impact on this case: (Fill all that apply.)**

- ☐ settled the case ☐ little or no impact
- ☐ allowed the parties to better understand each other

**11. If the mediation was not successful, which of the following reasons best explains why?**

- ☐ one or both of the parties failed to participate in good faith
- ☐ one or both of the parties were too entrenched in their position
- ☐ mediator not helpful
- ☐ other

Case Name: \_\_\_\_\_

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**Small Claims Mediation Questionnaire**

**12. What did the mediator do well during your mediation session?**

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**What could the mediator have done better during the mediation session?**

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**13. What do you like about the mediation program?**

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**How would you change the mediation program?**

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**14. Please provide any other comments you think would be helpful in evaluating the effectiveness and quality of the mediator or the mediation process.**

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**Please place questionnaire in sealed envelope and give to mediator to be returned to court staff.**